DTSW NEWSLETTER

voice over IP

WIRELESS

BROADBAND

E-COMMERCE

integration

Telecommunications in The 21st Century

infrastructure

Conference 2000 is coming!

May 9, 2000
8am-2pm

Holiday Inn WestPark Rosslyn
1900 N Ft Myer Dr
Arlington, Virginia
Registration Deadline….May 2, 2000

POC: Ms. R. Peters, (703) 696-7880
Renee.peters@dtsw.army.mil

TABLE OF CONTENTS

Enclosed with this edition of the Defense Telecommunications Service – Washington Newsletter is information from the Bell Atlantic Operating Systems Control (BAOSC) User Group (BUG) entitled the "BAOSC Corner". This information along with the information included in the Newsletter may impact your telecommunication services. Please retain copies of the Newsletter for your reference. To ensure that the Newsletter remains informative, we ask that you submit questions, comments, or any information wished to be included to Defense Telecommunication Service – Washington (DTS-W) Plans and Operations Branch. Electronic responses may be submitted to petersrm@dtsw.army.mil or Ms. Renee Peters @ 703 696-7880. Look for us at our website: www.dtsw.army.mil

Comments can also be mailed to:
DTS-W NEWSLETTER
ATTN: PLANS BRANCH
DEFENSE TELECOMMUNICATION SERVICE-WASHINGTON
1700 N MOORE STREET, SUITE 1475
ARLINGTON, VA. 22209-1903

FTS 2001 Late Billing

Excerpt from memorandum dated 10 December 1999, to DITCO, from Director, DTS-W

"It is our understanding that the FTS 2001 contract billing for long distance usage has been rejected by DITCO on numerous occasions and returned to the vendor for correction. Consequently, the DoD components in the National Capitol Region have not received billing for the period June 99 through the present. The bulk of that billing, to date, should have been paid with fy99 funding.

This delay could have a dramatic negative effect on our customers, as fy99 funds may no longer be available for use.

Request your assistance with expediting this matter in order to bill our National Capitol Region customers for service as soon as possible."

Excerpt of response from DISA, to Director of DTS-W, dated 18 January 2000

"MCI WorldCom has not been able to provide the invoice data that allows us to correctly bill our customers. Therefore, all our customers, to include the National Capitol Region, have not been able to be billed for service.

We are urgently working this issue with MCI WorldCom and have been assured by them that additional personnel resources have been hired and trained to correct the situation. In the interim, we will do all we can to protect our customers from adverse actions as a result of this situation.

We hope to have all past billing for fy99 resolved by March 00."

as of April 00

Reference: JDTS-W Memorandum, FTS 2001 Late Billing, 10 Dec 99 and DISA Memorandum, sab, 18 Jan 00.

The two memos indicate we have been actively trying to resolve FTS-2001 billing issues with DITCO.

DITCO invoiced DTS-W for FTS 2001 charges for the months of February and March. We have not been able to process those charges because the billing data on the electronic invoice does not support the invoiced amount. Consequently, we have been unable to process any of the charges for FTS2000 or FTS2001 for February or March, because call usage rates have been well above $1.40 per minute compared to the usual $.04 per minute. We are working with DITCO and our ADP support personnel in the attempt to resolve these issues.

We appreciate your patience, as we complete the final transition from FTS 2000 to FTS 2001, and hope that there will be minimal discrepancy with your invoicing. Should there be discrepancies that are obvious or if you have a need for further information, contact Mrs Shandell Brown @ 703-696-7856 or Mr William Martin @ 703-696-9099.

TSCO CERTIFICATION

We have trained over 100 TSCO's this year and anticipate capacity for remaining classes. Schedule early, two TSCO Certification classes remain this fiscal year 2000.

- **17 May 2000**
- **14 Jun 2000**

The training provides a brief overview of practices and procedures by which DTS-W operates. It introduces some contracts, as well as, support equipment and services.

Seating is limited to twelve people per class, so schedule early. Contact Mrs. Debi Ramos at (703) 696-8416, or fax Registration form attached at the back of the newsletter to the Admin Branch at (703) 696-8413 or fax electronically to Mrs. Ramos at (703) 588-2503.

TSCO Resource Guide

When the ***TSCO Resource Guide*** was published, DTS-W considered it to be a 'living document' and updated on a regular basis. There are currently forty (40) pages of updates and changes. The big news is, as of now; all changes are on the DTS-W web site and can be printed at your convenience. Changes are current as of 31 March 2000. Future changes will be published in the newsletter.

Register through DTS-W's web-site, www.dtsw.army.mil or request a registration form from Debi Ramos on 703-696-8416.

Updates/changes to the TSCO Resource Guide
January - March 2000

TAB/SECTION	Page(s)
Preface	Change SAM to NISA-P
Table of Contents	Change SAM to NISA-P
Section 1	Strat Plan 2-10
	31-32 Organizational Charts
Section 2	Sub Table of Contents
	35 – 44
Section 3	48 – 49
	58 – 59
Section 4	62 – 63 change '9' in JON to '0'
Section 5	83 – 84
	Sub TOC + 122 –125
	133 – 134
	140 –141
Section 6	160 –161
Section 7	Sub TOC + 167 – 170
Section 8	187
Section 9	229 – 230
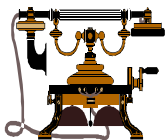
NEW ISDN SETS ADDED TO TEMPO CONTRACT

With the manufacture discontinuance of the Lucent 8520 and 8528 ISDN sets, four new ISDN sets have been added to the TEMPO contract. Two are manufactured by Tone Commander, a company located in Washington State. The other two sets are manufactured by Fujitsu, and replace their discontinued SRS-1050 and SRS-2100 models.

All sets offer basic set features such as Conference, Transfer, Drop, Hold, Speaker and Mute fixed buttons. Redial, Message Waiting Indicator, display with Caller ID, calendar and clock, selectable volume and ringing patterns, and handset/headset options. All models are available in black and off-white colors.

Tone Commander

The Tone Commander 6210 and 6220 Voice Only ISDN sets are full-featured, 10 and 20 programmable line/feature sets with S/T or U interfaces. Both models are fully compatible with Lucent, Nortel, and Siemens switches and support all the advanced call management features of traditional ISDN sets. The 6210 and 6220 sets support automatic switch detection, auto-SPID, and parameter downloading for plug and play operation. Additional set features include call logging (answered/unanswered/outgoing), hands-free voice announcing, tilting 2X24 display, two-way speakerphone, and a 36-entry call directory. The base of the set can be reversed for wall-mounting. Configurations used for the 10 and 20-button Lucent 8500 series sets can also be assigned to these Tone Commander sets.

The 6210 is a 10-button set, and the 6220 is a 20-button set. The sets are designed and manufactured in the United States. They support National-ISDN and Lucent 5ESS Custom ISDN without a change in hardware or software. Both sets are available in two hardware configurations, a U-interface and a T-interface. The U-interface includes a built-in NT1 and also has an S/T port that permits connecting another ISDN device to it. Future set features will include an analog port with a terminal adapter module and a data port.

Fujitsu

The SRS-9912 and SRS-9924 Voice Only ISDN sets are available as a T-interface only. Both models offer all basic features. Additionally, the SRS-9912 set has 6 programmable buttons and a one-way speaker. The SRS-9924 set has 17 programmable buttons for call appearances or features plus a two-way speakerphone. The SRS-9924-ABM model is a 9924 set plus an add-on module of 30 buttons that will support up to 47 call appearances, features, or speed call buttons. Two existing configurations created for the 17-button SRS-1050 model can also be used for the SRS-9924. Additional configurations for the SRS-9912 and the ABM add-on module are being designed and will be available soon.

Other set features include on-hook dialing, call logging (unanswered calls only), hands-free voice announcing (SRS-9924), and a 30-entry call directory. These sets support auto-SPID, manual parameter downloading, and either National-ISDN or Lucent 5ESS Custom ISDN protocols. They do not support data applications or any analog devices. All models can be tilted for improved visibility or wall mounted.
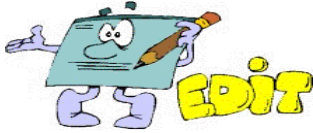
Data Communication II

DTS-W has implemented the 4445R for full access via the DTS-W Web page. The Form20 will premier late April or early May timeframe on the web page. This will allow the user to access BAC information with the ability to submit and view amendments, alter accounting information, and address information.

In order to access your agency's 4445R and future capabilities, an authorized* TSCO must access the DTS-W Web page @ www.dtsw.army.mil. Once established, click the icon "Useful Links to Other Websites", and then scroll down to the DTS-W on-line system. At this section, the TSCO will enter their logon name and password to gain entrance. Once in, locate the desired "Hot Link" and follow the entry boxes. You can choose several options in obtaining entrance into the database, i.e., BAC, Fiscal year or Billing cycle. The 4445R and Form20 are not formatted to fit on standard paper. If you have a browser, save it to your local drive and print it.

For questions, regarding your log in /password or *verification of database designee, contact, Robe'rt Palmer at (703) 696-8681 or Zanette Aziz at (703) 696-8815.

Fund Status Report

The fund status report, which is usually provided with the quarterly Form 20, will**hot be** included in your package for the 3rd quarter fund commitment. Due to billing system problems, DTS-W is unable to print reports. The Resources staff will be available to assist you with questions.
POC's for Expense Management staff:

Army Accounts & Non-federal Agencies   **Other DoD Agencies**
Alice Santiago, (703) 696-7852   Mary Joseph, (703)696-7677
alice.santiago@dtsw.army.mil   mary.joseph@dtsw.army.mil

Air Force & Navy Accounts, FMS & Other Federal Agencies
Lon McKamey, (703) 696-7857)
Lon.mckamey@dtsw.army.mil

NIS-P Accounts
Aura Bihun, (703) 614-0719
Bihuna@army.pentagon.mil

FTS Calling Card Transition

FTS2000 and ID3 Calling Card Update:

DTS-W is pleased to announce that our customers have begun transition from FTS2000 and ID3 calling cards to FTS2001. Unfortunately, there are customers who have not submitted orders to transition to the new FTS2001 calling card. The **deadline** for transition is approaching. Effective 12 June 2000 the FTS2000 and ID3 calling cards will no longer be valid, AT&T will begin disconnecting the FTS2000 and ID3 cards. The new calling card enhancements will be well worth the inconvenience and irritant of the replacement process. Among the benefits, using one card for both CONUS and International calls, another, the FTS2001 prices. The FTS2001 calling card will incur a surcharge of **27 cents** each time the card is used, plus the cost of the call, which are approximately **27 cents** per minute for International calls and **4 cents** per minute for CONUS calls. Note: To enhance card security, the Calling Card will not reflect familiar telephone numbers for billing. The numbering scheme will be unique to each card.

Toll Free Numbers to Access Tempo Voice Mail
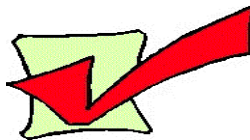
Platform	Toll Free Number		Serving NXX
Pentagon	800-872-3879	(800-USA-DTSW)	614, 693, 695, 697, 692
Burgundy	800-248-3879	(800-248-DTSW)	325, 617, 275, 428, 735
Arlington	800-833-3879	(800-833-DTSW)	696, 602, 607, 285, 588, 681, 601, 604
Downtown	800-551-3879	(800-551-DTSW)	767, 404, 761, 762, 433, 685, 782, 764, 356
Beltsville	800-422-3879	(800-422-DTSW)	394, 295, 227, 319

10-DIGIT PINs

Effective 16 February 2000, SkyTel started issuing10-digit Pager Identification Numbers (PINs). Instructions are enclosed with new pagers, and refer to PINs as 7-digits; however, this is no longer true. PIN's can be either 7 or 10 digits.   With this exception, the instructions are accurate.

It's easy to know the difference! Check the outside label of your pager package for the number printed after SKYTEL PAGER NUMBER (PIN). If your new SkyTel Pager Number (PIN) contains 7 digits; you have a 7 digit PIN.

For callers to reach you, dial the SkyTel System telephone number (1-800-859-8888), then enter your 7 digit PIN when prompted.

If your contacts use other methods, i.e, (SkyTel Access software, Skytel website, email or SkyWriter pagers), they will need 7 digits.

If your SkyTel Pager Number (PIN) contains 10 digits, you have a 10-digit PIN. If the number begins with 877 or 856, your SkyTel Pager Number is also a toll-free Personal Access Number.

As you review the materials that come with your pager, you will see PINs referred to as 7 digit numbers. **Please note** this information**is not accurate** for your SkyTel pager number. Your PIN is a full 10-digit number.

+Are you contacting another SkyTel customer? Use the PIN (either 10-digit or 7-digit) provided to you by the customer. For questions, contact your SkyTel Account Representative or Customer Service at 1-800-759-8737.
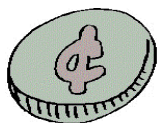
PAY PHONE SURCHARGES FOR SKYTEL PAGERS

The Telecommunications Act of 1996, authorizes long distance carriers to charge Skytel $.30 per call, to a

"toll-free" 800/888 number made from a pay phone. These charges will be applied to your BAC.

Personal 800/888 numbers are still accessible from pay phones and the $.30 access fee for each call will

also appear under your BAC. If you do not wish to incur these charges, (Personal 800/888) contact your

Skytel Account Representative or call Customer Service, 1-800-759-8737, to have these numbers blocked.

NOTICE FOR ALL TELECOMMUNICATIONS SERVICE CONTROL OFFICERS AND FISCAL OFFICERS

SUBJECT: Fiscal Year (FY) 2000 Cut-Off Date for Submission of Telecommunication Procurement Requisitions and Service Order Requests

In the interest of providing a smooth transition from FY00 to FY01 it is necessary for DTS-W to establish the following FY00 cut-off dates:

	Received by DTS-W COB	Received by DSS-W COB
Requests via DD1262 for TEMPO and TMP-FT Belvoir Contracts	1 September 00	7 September 00
Reqs $2,501 - $100,000	1 September 00	8 September 00
Reqs under $2,500 (WILL BE ACCEPTED ONLY IN CASES WHERE THE REQUIREMENT CAN NOT BE ACQUIRED USING PURCHASE CARDS)	15 September 00	19 September 00

a. Telecommunications procurement requisitions should be received in DTS-W no later than COB on the aforementioned dates to insure time for preparation, processing and compliance with Defense Supply Service-Washington (DSS-W) requirements. DSS-W advises that submission of requirements after the cutoff date or submission of incomplete packages will result in the increased risk that requirements will not be awarded prior to the end of the fiscal year.

b. Emergency requisitions (with proper justification and signature of the agency director or commander) received after the designated cutoff date must include the impact to your agency if the requirement is not processed during FY00. Your request for exception will then be considered on a case-by-case basis.

c. Any service order activity via the DD410 Blanket Delivery Order must reflect an FY00 Job Order Number (JON) and reach DTS-W by COB 30 September 2000. After this date all orders must reflect an FY01 JON.

Additionally, in order to ensure that certain procurements are ready at the beginning of the new fiscal year, the following cut-off dates are established:

	Received by DTS-W COB	Received by DSS-W COB

Reqs for continuing requirements   30 June 2000   7 July 2000
(i.e., maintenance of equipment,
dedicated technicians)

     a. Only the FY01 requirements described above are to be submitted early. Requisitions for supplies and equipment for FY01 should not be submitted until the FY01 continuing resolution or the DoD appropriation act is passed.

     b. Each request to continue service for the new fiscal year must include a statement signed by the Fiscal Officer citing funds to be made available in FY01 as follows:

> "This requirement is issued in anticipation of the enactment of the
> FY01 Department of Defense Appropriation Act or the FY01
> Continuing Resolution, will be subject to all provisions of the Act that
> become applicable on 1 October 2000, and may NOT be cited
> for verification of funding until passage of either of the above acts,
> and until 1 October 2000"

     If you have questions concerning the above, please contact your appropriate DTS-W Account Manager or call (703) 696-7434 and your call will be forwarded to the appropriate individual.

This is a reminder to TSCOs that if you have a government telephone installed in a public area, such as a hallway, door entrance, etc., then you must take the necessary precautions to ensure adequate safeguards against private misuse. Label the telephone for restricted use only. Remove the telephone number to prevent return calls. And if the requirement is to use the telephone for access only, you may perhaps limit the service to TP1. TP1 service allows for TEMPO Intra-System (7 digit dialing) calls and Public Switched Network-Local Emergency Services (99 + 911). Most importantly TP1 denies DOD Operator Toll calls. For additional information on restricted telephone usage contact your DTS-W Account Manager.

BAOSC CORNER

The BUG has discontinued regularly scheduled meetings. Upon request, DTS-W and Bell Atlantic will continue to meet with agency Telecommunications Service Officers (TSCOs) and their designated representatives to address issues/questions relating to the BAOSC system/processes. To schedule an appointment, please contact Ms. Jackie Fowler at 703-696-8671 or fax a completed BAOSC USERS GROUP FORM (attached) to 703-696-8695.

Do you know what BAOSC can do for you? BAOSC will help you save time and money on service orders; provide flow-through service for provisioning, inventory and maintenance; generate reports for service orders, inventory and maintenance. Training is available for both ISDN and analog users.

The cost of the following classes is pro-rated by DTS-W for primary and alternate TSCOs (the first two courses are newly revised pre-requisites for BAOSC training):

- Basic ISDN Concepts and Applications
- Ordering ISDN for Tempo-The Nuts and Bolts
- BAOSC for TSCOs

The following is the schedule for the prorated classes (**May - Nov 2000**):

| Courses	April-May	July - August	Nov
	Dates		
BASIC ISDN Concepts & Applications	27	27	8
Ordering ISDN for TEMPO-The Nuts & Bolts	28	28	9
BAOSC 2000 (5-day)	1 - 5	31 - 4	13 - 17

To gain course descriptions or be wait-listed for future classes,
please call Debi Ramos 703/696-8416

ISDN DATA APPLICATIONS WORKSHOP

Are you ready to learn about the data options available with ISDN? The *ISDN Data Applications Workshop* offers both lecture and hands-on exercises for you to become familiar with ISDN design and networking options. The cost of $230 per person will be billed to your BAC/LG via a JON number.

ISDN SET VIDEOTAPE AND CBT

Have new personnel joined your agency since your ISDN conversion and initial ISDN Set training? A videotape and a CBT – computer-based training diskette in both PC and Mac versions – are now available to provide an overview of ISDN Set features and programmable functions. To obtain a copy of these materials, contact DTS-W Training Officer *Debi Ramos 703/696-8416*
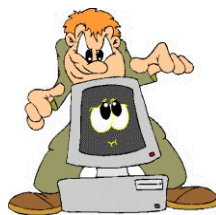
Voice Mail Options
Replying to Messages and Checking Receipt

This Voice Mail review will hopefully answer such questions as:
- Why can I reply to some voice mail messages but not all messages?
- How can I reply to all messages?
- How can I check to see if someone has received my message?

There are several voice mail platforms, or systems, within the TEMPO network. Although they are integrated in the sense that messages can be sent between platforms, certain options are limited to users within each platform.

Direct Messaging between Users on the Same Platform
When someone within your platform calls you and leaves a voice mail message, you can reply to this message if you are prompted to press "8" after listening to it. Afterward, you can delete the message by pressing "7" or save it by pressing "9." The caller can also go into their voice mailbox and check to see if you have listened to their message by pressing "3" at the Main Menu and entering your telephone number. This "Check Receipt" option is only available to users on the same platform.

Direct Messaging between Users on Different Platforms
When someone on a different platform calls you, they can leave you a voice mail message. However, you cannot reply by pressing "8." Instead, you can use the "Send Copy" option by pressing "6" which will allow you to reply to their message and send it back to them. Unfortunately, users on different platforms cannot use the "Check Receipt" option to see if a receiver has picked-up messages until they reply.

Sending Messages to Any Network Platform Using the "Send" Option
To enable others to reply to your messages, you can send messages from your voice mailbox to people on your platform or to any TEMPO user on an integrated network platform. When prompted at the Main Menu, press "2" to send a message, record your message, press "#" at the end, enter the destination mailbox telephone number, and select delivery options. If you choose the "Message Confirmation" option, you will automatically be notified when the person listens to your message. Additionally, they will be given the option to press "8" and reply to your message whether they are on your platform or a different one.

The "Send" option allows you to send messages for immediate or future delivery and to send messages to groups of people. When you are calling from a non-TEMPO telephone number, using the "Send" option from your voice mailbox ensures that receivers will be able to reply.

NOTE: If the destination mailbox telephone number is not on one of the integrated Voice Mail platforms on the TEMPO network, the system will inform you and you will not be able to use the "Send" option. For example, if an agency has its own stand-alone voice mail system, it may not be integrated with the TEMPO voice mail network. Thus sending messages, replying, forwarding, copying, and checking receipt features are only available to voice mail systems that are integrated within the TEMPO network.
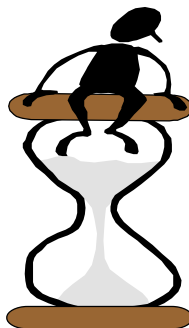
BELL ATLANTIC HOURS OF OPERATION
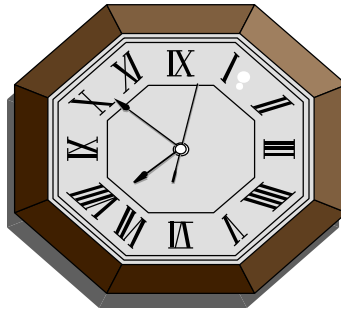
☎ **BUSINESS OFFICE**   **703-816-4655**   **7:30 a.m. to 4:00 p.m.**
Monday through Friday

☎ **BAOSC HELP DESK**   **703-816-4559**   **7:00 a.m. to 4:00 p.m.**
Monday through Friday

☎ **TEMPO REPAIR NO.**   **703-693-2202**   **24 hours per day**

☎ **Reminder When reporting a problem with your TEMPO service, please remember to call the TEMPO System Management Center (SMC) on 703-693-2202.**

BAOSC USER GROUP (BUG)
FORM

_____ I would like a response to the following question(s).

_____
_____
_____
_____
_____
_____

_____ I would like to schedule a visit with DTS-W and Bell Atlantic's BAOSC
Support Staff.

The response should be forwarded to:

NAME:_____
AGENCY:_____
ADDRESS:_____
_____
BAC:_____LG:_____ PHONE:_____
FAX:_____
ON-LINE BAOSC (Y / N)   ISDN (Y / N)   ANALOG (Y / N)

Return form to:
Defense Telecommunications Service - Washington
1700 N. Moore Street, Suite 2350
Arlington, VA 22209
Attn: Jackie Fowler, Phone (703) 696-8671/ Fax (703) 696-8695

fose
2000

Bell Atlantic Federal will unveil some exciting IT innovations at FOSE, April 18 – 20 at the DC Convention Center. Come to booth #1440 and learn about our life cycle Network Performance Services. Let us show you how we combine the latest products, services and applications to deliver solutions for your agency.

We're making technology come alive with the presentation of our System Engineers' award-winning federal customer network solutions. In addition, we will showcase Integrated Telemanagement Solutions, Advanced Video Conferencing, (including Telemedicine), Internet-Based Conferencing, VoIP Convergence, and Internet Solutions.

Come see us in Room 16 (Convention Center ground floor) to hear from Bell Atlantic Federal experts on key subjects that will afford you new industry perspectives. Check our web site at www.BellAtlantic.com/federal for the Educational Seminars schedule.
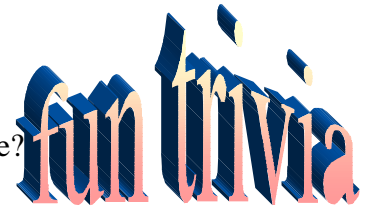
1. What was "Andy Griffith's" Deputy's name? Character & real name
2. During the Amos & Andy Show, what was the "Kingfish" wife's name?
3. What was the father's name on "Little House on the Prairie"?
4. Name the female star's name on "Big Valley"?
5. "What were the neighbors name of Lucille Ball & Desi Arnez?
6. Who played the martian on "My Favorite Martian"?
7. William Shatner played what character? Leonard Nimoy played who?
8. Name the two husbands real name on the "Honeymooners"?
9. Name the creator of "The Muppets"
10. Which presidential inauguration was the first to be televised in color, name president
11. What year did NBC's color peacock appear?
12. When was the first "Star Trek" broadcast? 1964, 1966, 1968
13. "What year did "The "Mork & Mindy" show appear? 1976 or 1978
14. Who was the first long time host of "The Tonight Show", before Johnny Carson?
15. "Gomer Pyle USMC"-what is his real name?
16. Where did the "Fonz" live at the Cunningham's?
17. Who starred in "Wanted Dead or Alive"? Clint Eastwood or Steve McQueen
18. In the movie "Scent of a Woman", what type car was Al Pacino driving blind? Porsche or Ferrari
19. Who played "I Dream of Jeannie"?
20. How many seasons did the "Dallas" spin-off "Knotts Landing" run? 8,11, or 14yrs
21. Who was the first "Jeopardy" host?
22. What was the detective "Cannon" real name?
    Frank Conrad, William Conrad or Michael Conrad
23. During "Green Acres"what was the name of the train that ran thru Hooterville?
    Spirit of Pixley, Cannonball, Hooterville Express
24. Name the saloon on "Gunsmoke"? Carson City, Miss Kitty Saloon, Long Branch
25. During "Death Valley Days" the host was who? Fess Parker, Ronald Reagan
**Bonus
     What year did the "Guiding Light" first appear on tv? 1952, 1954, 1956

Email/fax your answers to the editor's office and the winner will be announced in the next issue.
Renee.peters@dtsw.army.mil or fax 703-588-2496.
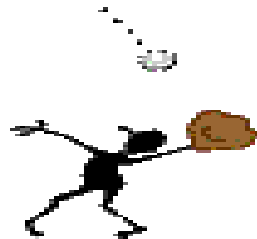
Have you registered for Conference 2000?
Deadline May 2.